



Asia-Pacific Economic Cooperation

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**2003/SOMI/ECSG/020**

Agenda Item: VI (v)

## **APEC E-Government Forum**

Purpose: Information

Submitted by: Chair



**7<sup>th</sup> APEC Electronic Commerce  
Steering Group Meeting  
Chiang Rai, Thailand  
14-15 February 2003**

## **E-Commerce Steering Group Co-Chair's Report on the Outcomes of the APEC ECSG E-Government Workshop, 15 August 2002, Acapulco, Mexico**

### **Summary of the themes and key points raised on electronic government**

The E-Commerce Steering Group (ECSG) held a workshop on electronic government (e-government) on August 16, 2002 in Acapulco, Mexico. The purpose of this workshop was to supplement the work of the APEC Telecommunications and Information Working Group (APEC TEL) on e-government by focusing on the role of public-private partnerships, and the importance of monitoring and benchmarking, in the successful development of e-government programs and services. Nine different economies and eight private sector representatives participated in the Workshop, and there were over 60 attendees from across the APEC region.

The three main themes that emerged from the presentations, which included speakers from nine different economies and eight private sector representatives, included:

- 1.) The public sector can benefit from working with the private sector to both define a process for e-government service delivery and the tools to achieve transformation to e-government.
  - E-government transformation should be based on a vision and a strategic plan. Governments should set forth progressive objective, but start with manageable goals and performance measures.
  - E-government is more about the transformation of operational process and the service delivery model than it is about using technology. Technology is only a tool. E-Government is about more than just putting government information up on a Web site. E-business programs developed by the private sector to improve the efficiency of their operations can and should be referred to in the implementation of e-government programs and services.
  - E-government programs must be citizen centric and customer oriented – the private sector can supplement government's understanding of changed citizen service needs and expectations in the Internet Age and suggest methods to improve customer service management.
  - E-government programs and services should be designed to address the needs of small and micro-enterprises. An important aspect of serving SMEs is designing programs and services that enable these companies to interact with their government in a cost efficient and easy manner, and help them grow their businesses by reducing costs and improving efficiencies.

- The constituency for e-government programs includes citizens, government employees, businesses and equivalent components of other (local, foreign) governments.
- 2.) In determining the degree to which e-government programs are considered successful, it is necessary to take into account the degree of improvement, if any, in constituent service levels, operational efficiencies, and political returns.
- 3.) In implanting e-government programs, attention must be given to motivating and enabling both government employees and constituents to make use of the electronic offerings. Therefore, human capacity development initiatives that support IT literacy and skills development and a multitude of efforts to empower government workers to support the e-government transformation. It is important that e-government development be an inclusive process designed to ensure that solutions fulfill citizen demand.

### **Korea's Report on the High-Level E-Government Symposium**

Korea also provided an update on the High-Level E-Government Symposium – the first high-level e-government meeting in the APEC region – in July 2002. Korea reported to the Workshop that the strategic report decided on five main guidelines for future e-government work in APEC:

- Secure APEC-wide commitment to working on e-government issues
- Follow the Symposium with the creation of APEC principles on e-government
- Work to enhance IT infrastructures to facilitate e-government
- Share experiences on e-government implementation
- Overcome obstacles to e-government program development.

### **Next Steps**

The ECSG will support the strategy report set out at the High Level E-Government Symposium and follow-up efforts of the APEC TEL by:

- Formally reporting the results of the APEC ECSG E-Government Workshop to the TEL, so that they can utilize information gathered on the role of public private partnerships and benchmarking in e-government into their future work, and
- We will explore the possibility of sharing best practices on e-government development and implementation via the Global Business Dialogue on E-Commerce's Web portal.
- Share information gathered at the Workshop with others in the region involved in similar discussions.